

STAYING IN TOUCH DURING INCARCERATION

The Board of Prisons state that studies show when inmates maintain relationships with friends and family the reentry process is more successful and there is a lower risk of recidivism. All information listed below can be found on the Federal Bureau of Prisons website at www.bop.gov

◇ PHONE CALLS

Third-party or other alternative call arrangements are not permitted ensuring inmates do not have the opportunity to use phones for criminal or other inappropriate purposes.

Who pays? — Ordinarily, the inmate pays for the calls, but in some cases the receiving party pays.

Restrictions — Limitations and conditions may be imposed upon an inmate’s telephone privileges to ensure they are consistent with the BOP’s correctional management responsibilities.

Monitoring — A notice is posted next to each telephone advising inmates that calls are monitored. Unmonitored calls to attorneys are permitted in certain circumstances.

BOP calling rates, effective Feb. 10, 2014	
Call Type	Per minute rate
Direct Dial—Local	\$0.06
Direct Dial—Long Distance	\$0.21
Direct Dial—Canada	\$0.35
Direct Dial—Mexico	\$0.55
Direct Dial—International	\$0.99

◇ MAIL/PACKAGES

General Correspondence — “General correspondence” is opened and inspected by staff for both contraband and content that might threaten the security or good order of the institution.

Special Mail — Special incoming mail that is specially marked as such, can only be opened in the presence of the inmate. It too will be inspected for physical contraband and the qualification of any enclosures as special mail.

Inmates are not allowed to receive packages from home without *prior written approval*. The only packages an inmate may receive from home are those containing release clothing and authorized medical devices. However, inmates may receive magazines, hard and paperback books directly from the publisher. Inmates may also receive certain commercial publications from the community. The BOP permits an inmate to subscribe to or receive publications without prior approval as long as the publication is not detrimental to the security, discipline, or good order of the institution, or facilitate criminal activity.

◇ EMAIL (TRULINCS)

The Trust Fund Limited Inmate Computer System (TRULINCS) application enables electronic messages to be exchanged between inmates and the general public in a secured manner.

Who pays? — No taxpayer dollars are used for this service. Funding is provided entirely by the Inmate Trust Fund— profits from inmate purchases of commissary products, telephone services, and the fees inmates pay for using TRULINCS.

Restrictions — Inmates must be approved to use the system and each person that an inmate wants to communicate with must give their permission to do so. Inmates access to TRULINCS is controlled and they do not have access to the internet. Messages can only contain text, message size is limited to 13,000 characters (approx. two pages), and no attachments are permitted.

Monitoring — Inmates and their contacts must consent to monitoring prior to using the system. In addition, all messages are screened for content that could jeopardize the public or the safety, security, or orderly operation of the facility.

◇ TRULINCS FAQ's

Locations — All BOP operated facilities have TRULINCS. Contract facilities do not operate TRULINCS.

CorrLinks — A privately owned company which operates TRULINCS.

Starting Correspondence — Inmates can only send and receive electronic messages from individuals on their approved contact list. This is how the process begins:

1. An inmate requests to exchange electronic messages with a person in the community. They place that person on their contact list, which must be approved by staff.
2. After the prospective contact is approved, an automated message from CorrLinks will be sent to that person asking if they accept future electronic communication with that inmate or if they want to block it.
3. If the prospective contact accept messaging, the inmate will then be able to send electronic messages to that individual.

Ending Correspondence — Contacts may simply stop communicating with the inmate or block inmate(s) correspondence via CorrLinks.

◇ TROUBLESHOOTING TRULINCS

- Problem: I have not received a system-generated message, but the inmate added me to their contact list.
⇒ Resolution: Verify with the inmate that they entered your email address properly. Pay special attention to the spelling of addresses and domain names (.com, .net, etc.). Many mail clients have filters to protect users from spam and viruses. Once you have verified the inmate entered your correct email address, you should check your junk mail folder to see if a filter diverted the message.
- Problem: The identification code provided in my system-generated email was not accepted by CorrLinks.
⇒ Resolution: Check the email date as the invitation to accept an inmate's communication is only valid for 10 days. If the 10 days have expired, the inmate will need to re-add the contact request, thus generating a new invitation to you from CorrLinks. If the invitation to accept an inmate's communication is still active, contact CorrLinks support.
- Problem: The inmate is not getting my emails.
⇒ Resolution: Please insure the inmate is at a facility offering TRULINCS and has access to Public Messaging. Please make sure your CorrLinks box shows messages sent to this inmate; if not, contact CorrLinks support.
- Problem: I accidentally blocked or removed the inmate from my contact list, but actually want to correspond.
⇒ Resolution: If you accidentally block an inmate from corresponding, the must submit a request to the local institution's Trust Fund Office to request the block be removed. The inmate's request must include your name, physical address, email address, and telephone number. Once the block is removed, you will get a new system-generated message from CorrLinks.